FIG. 1

[illegible]

Getting into the system

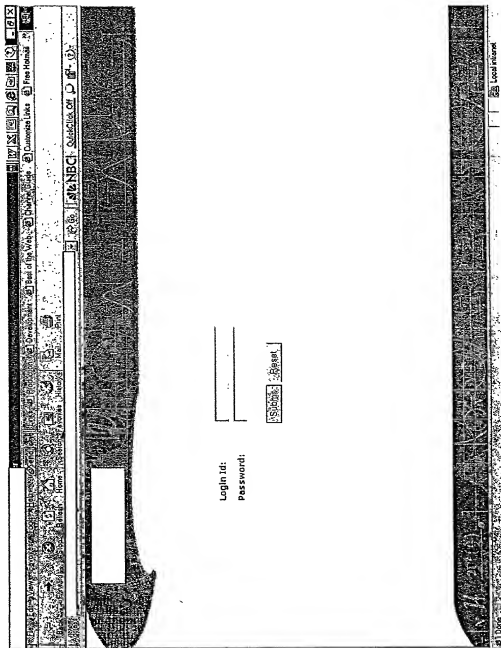
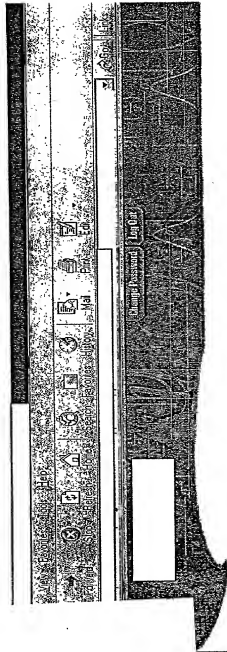


Fig. 3

Creating a Template - 1

10/10/2010 5:18:22:00



Template definition

Template name :

Frequency : Select

First Due Date :

Contact name :

Contact phone :

Contact email :

File attachment :

Template description :

Field definitions

- User Profiles
- Templates
- Create
- Template Definitions
- Validations
- Select Box Details
- Field Categories
- Field Targets
- Modify
- Copy Template Definition
- Reporting Periods
- Entities

36

Creating a Template - 2

Tom

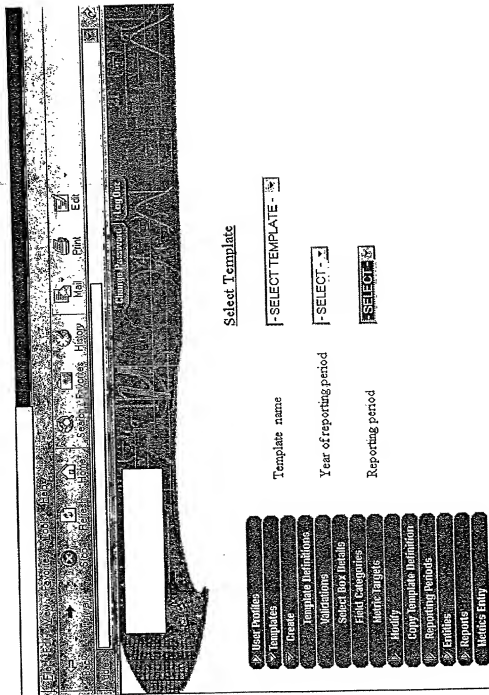
Fig. 5

Template Definitions

Field	Guide	Example
Display Type	This field tells what will show up on the form in what order.	Text: will provide an input box Select box: makes a drop down Header Text: displays a comment on the form Text Area: creates a longer comment type box
Field Name	Individual name used for the field in the database	Quest1
Field Type	Describes what the input will be for the question posed	Char: Text Input Number: Numerical Input Date: Date Input Calculated: Derived from other fields on the form.
Field Length	Only valid for text input. You can limit the length.	
Default Value	The value that will show up before there is an entry	
Metric Type	What is the class of Metrics	Number, Percentage, Reverse Percentage
Indent Level	Used for formatting. Each number is 4 characters.	
Field Label	What will display on the input form?	Enter number of days late:
Short Label	This is something that could be on a report	Days Late
Label Style	For formatting	Normal /italic/ Bold
Help Text	This will display in the bottom white box, character space is limited to that size.	Enter the total number of complete days
Mouse Text	This allows for hundred of characters.	This is calculated as the day the actual delivery was made – the day that it was due.
Roll up Method	Longer descriptions should go here	Sum, Average, Max, Weighted Average
Calculation Formula	Not valid for all. If you are rolling it up, how will you do it?	Field1*Field2
Category	If the field is based on other fields in the form use this line to show that calculation if you want your metric grouped with another, click on your category that you have created.	Subcategories
Display Metric	Yes or no. This is used to distinguish between actual tracked metrics and not.	

[illegible]

Fig. 8



Adding Metric Targets cont.

Fig. 9

Metric targets entry/modification

Template name : Monthly
 Frequency : Monthly
 Report Month : Jun 2000

Field order	Field Name	Weight	Green Level	Yellow Level	Red
1	users_supported	17	> 3	> 12	> between
2	number_of_calls	15555	> 1	> 1	> >
4	speed_yield	10	> 34	> 34	> >
5	speed_median	12	> 12	> 12	> >
6	speed_span		Select	Select	Select
7	abandoned_rate	36466	> 0	> 0	> >
8	resolved_on_first_c		Select	Select	Select
10	critical_yield	3	> 0	> 0	< >

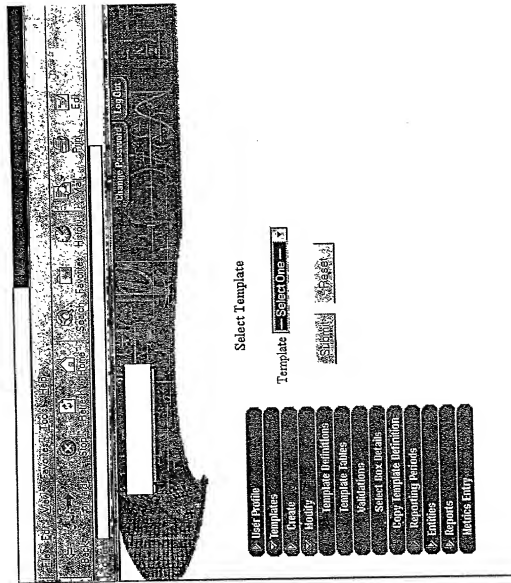
Create Field Categories

Fig. 10

Back Forward Home Stop Print Help Find Go Links	
Address: <input type="text"/>	
Create Field Category	
Enter Category Details	
Template: <input type="text"/>	Authentication
Category name: <input type="text"/>	
Fields that describe Authentication	
Category Description: <input type="text"/>	
Category Order: <input type="text"/>	
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

Fig. 11

Modify Template



Modify Template Table

Fig. 12

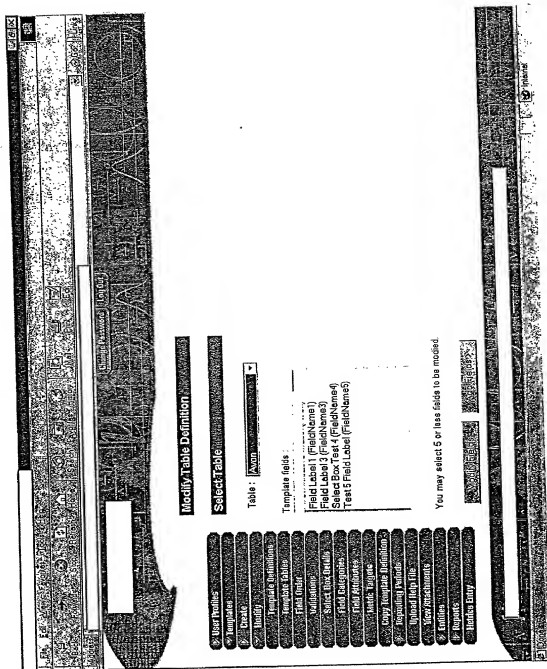
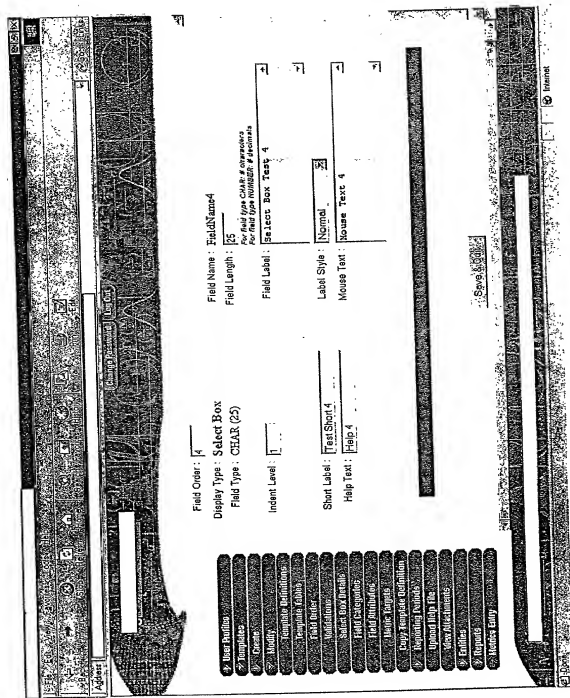


Fig. 13



Changing Field Order

Fig. 14

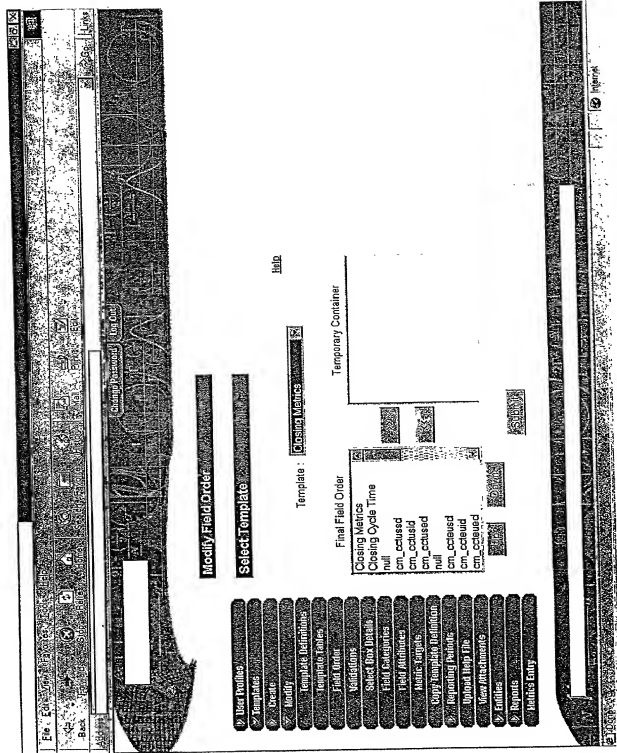


Fig. 15

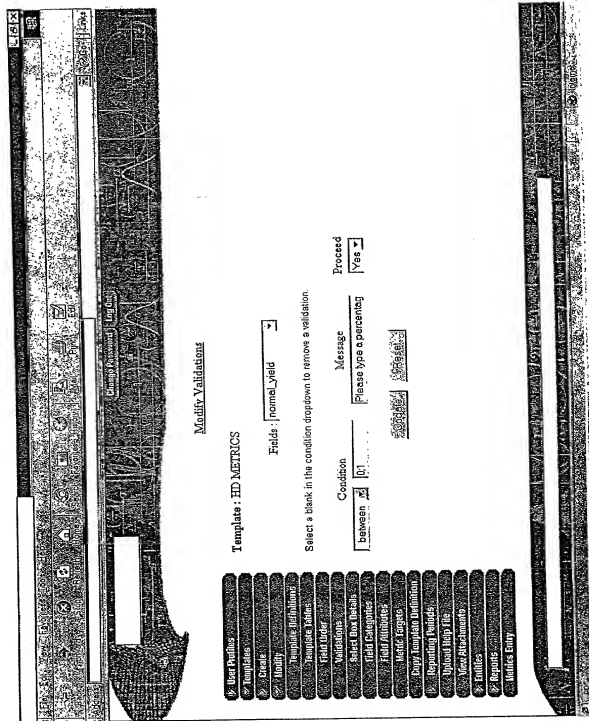
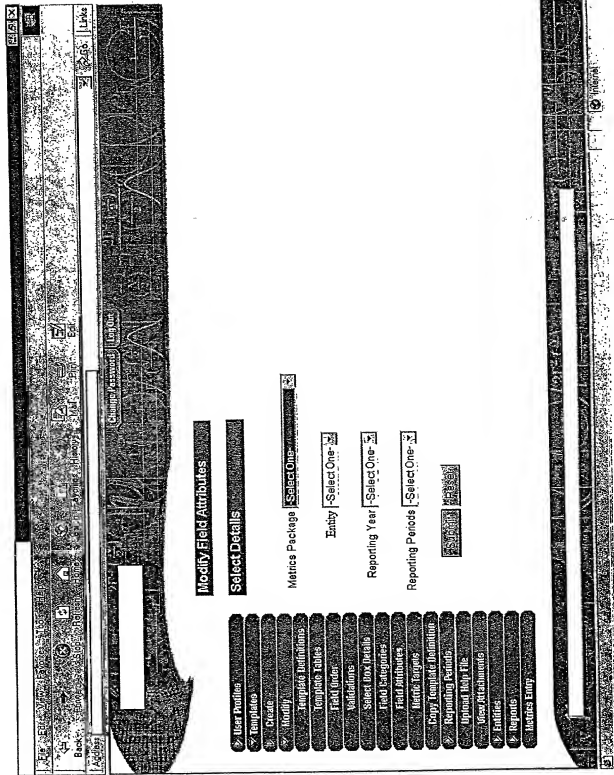


Figure 1. The effect of the concentration of the *Agaricus bisporus* spores on the growth of *Agaricus bisporus* on the substrate. The concentration of the spores was 10⁴ spores/g (A), 10⁵ spores/g (B), 10⁶ spores/g (C), 10⁷ spores/g (D), 10⁸ spores/g (E), 10⁹ spores/g (F), 10¹⁰ spores/g (G), 10¹¹ spores/g (H), 10¹² spores/g (I), 10¹³ spores/g (J), 10¹⁴ spores/g (K), 10¹⁵ spores/g (L), 10¹⁶ spores/g (M), 10¹⁷ spores/g (N), 10¹⁸ spores/g (O), 10¹⁹ spores/g (P), 10²⁰ spores/g (Q), 10²¹ spores/g (R), 10²² spores/g (S), 10²³ spores/g (T), 10²⁴ spores/g (U), 10²⁵ spores/g (V), 10²⁶ spores/g (W), 10²⁷ spores/g (X), 10²⁸ spores/g (Y), 10²⁹ spores/g (Z).



Fig. 18

Modify Field Attributes

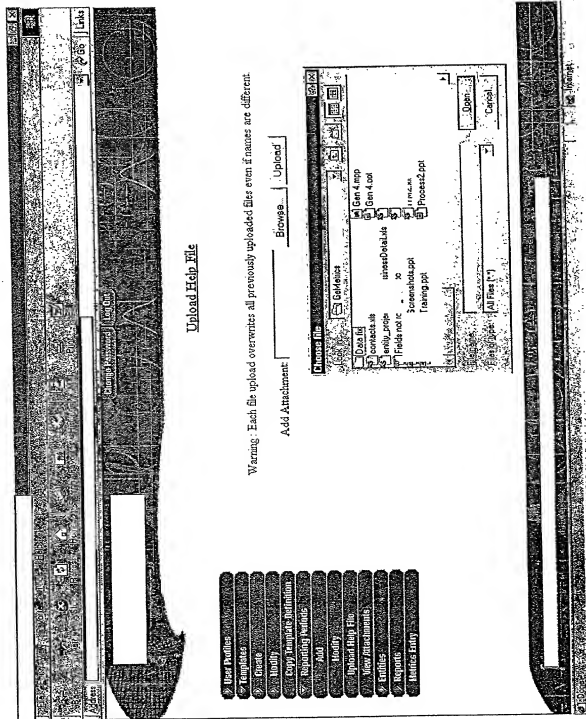


Modify Field Attributes



Upload Help File

Fig. 22



Adding Entities to your Template

Fig. 24

Example:

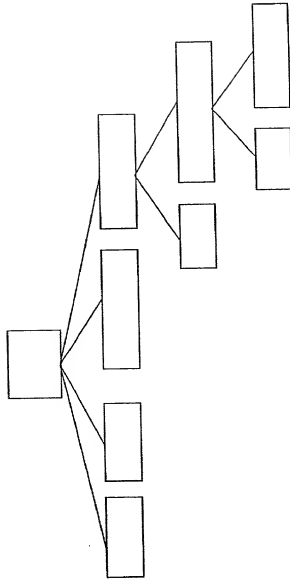


Fig. 25

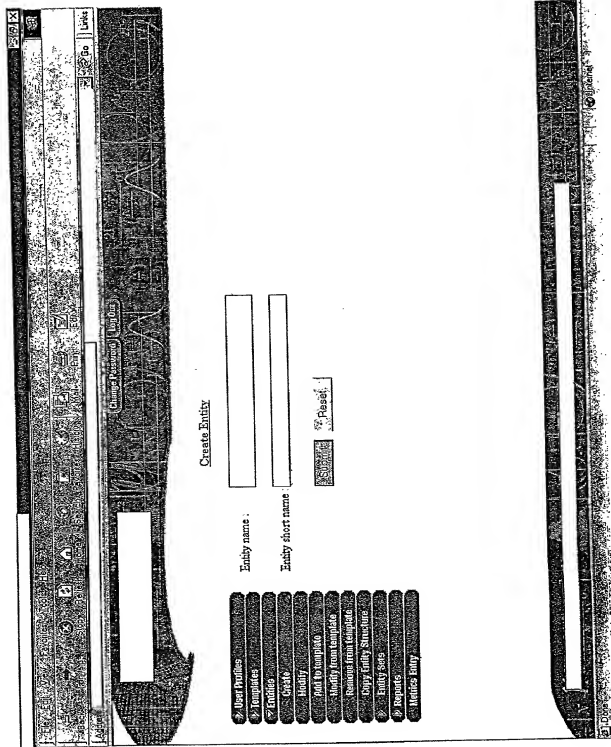


Fig. 26

Adding Entities to the Template

File Edit View Tools Window Help

Template Editor

Entities

Y

Change Password Log Out

Add to Template

Template :

Entity name :

Display Name :

Parent entity : Select One Y

Relative Weight For Rollups :

Submit Reset

Remove from Template

Fig. 28

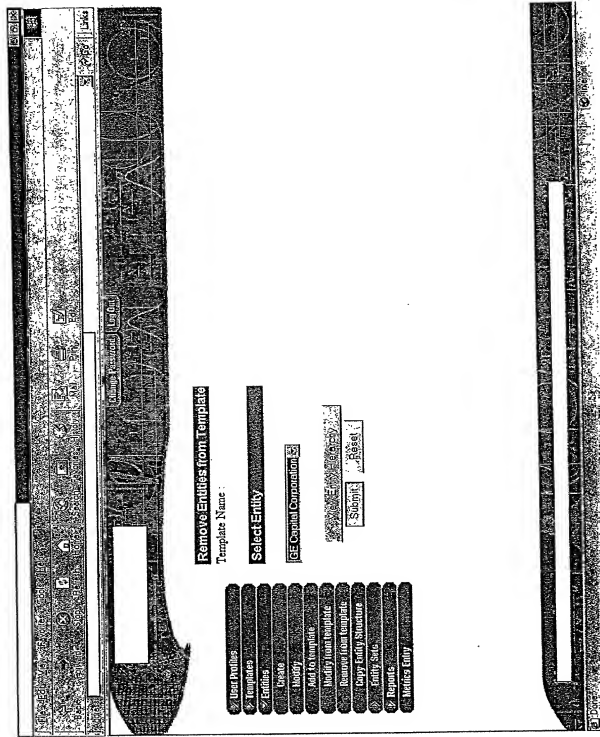
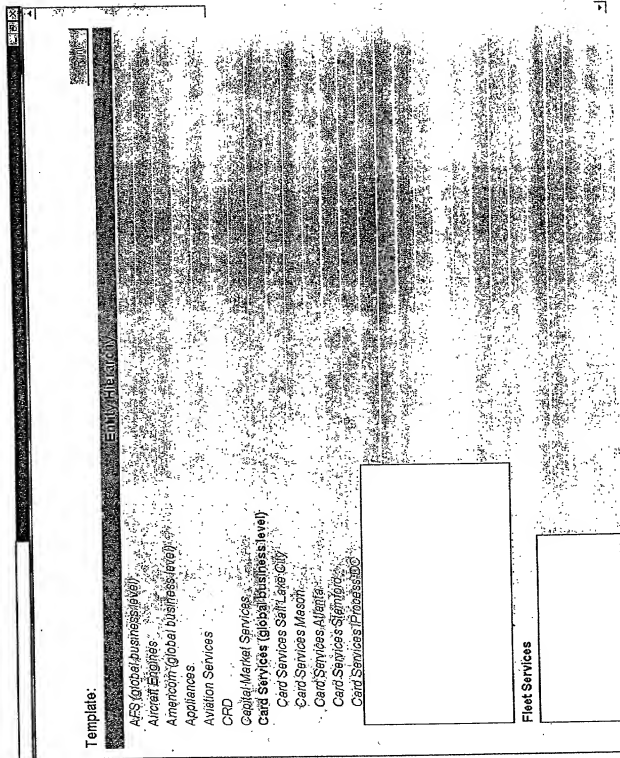


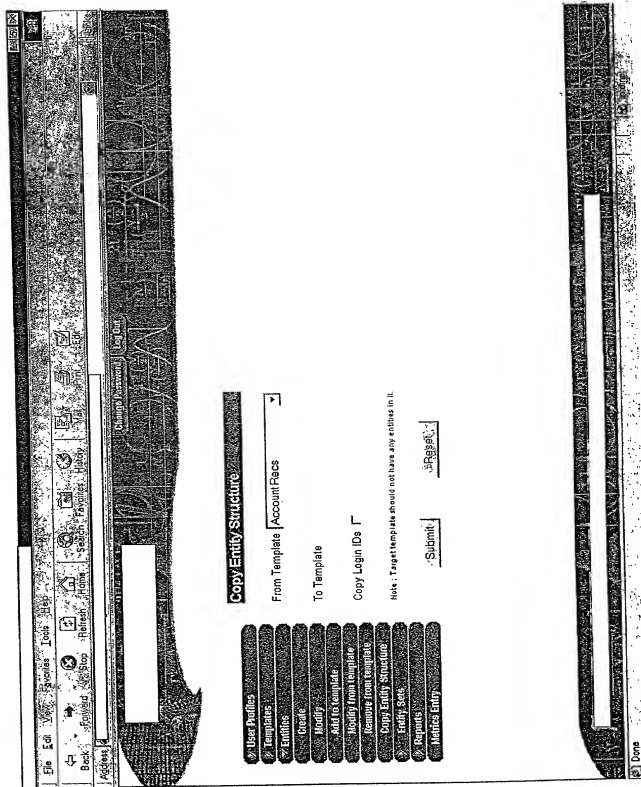
Fig. 29

View Entity Hierarchy



Copy Entity Structure

Fig. 30



Creating Users

Fig. 32

User Types

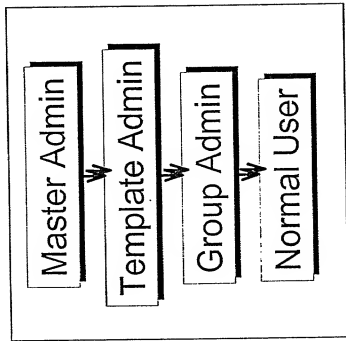
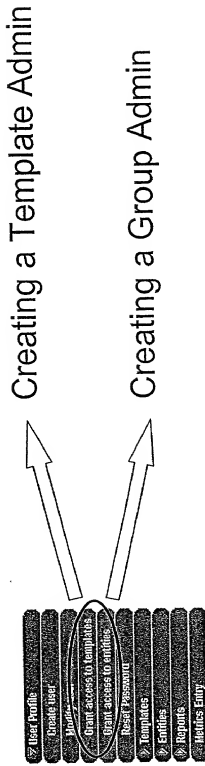


Fig. 33

Granting User Access



Template Admin:

- Select the Template for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the level of access they should have
- Submit

Group Admin:

- Select the Template that contains the group for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the Group that they represent
- Submit
- Select view only or modify privileges

Dashboards

Fig. 35

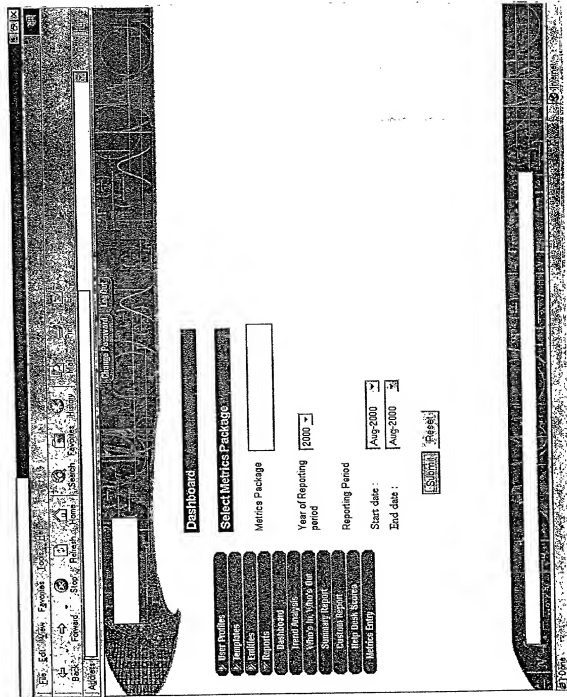


Fig. 36

Dashboard

File Edit View Options Help

Back Forward Stop Refresh Home Search Favorites Show Web Toolbar

Address:

Content Dashboard Viewer

Dashboard

Template Name :

Reporting Period : Aug-2000

Start Date : Aug-2000

End Date :

Select Entity Option

Submit Cancel

- User Profiles
- Templates
- Entities
- Reports
- Dashboard
- Need Analysis
- Who's In Who's Out
- Summary Report
- Custom Report
- Help Desk Tickets
- Medical Entry

Done

Fig. 39

Trend Analysis (part 1)

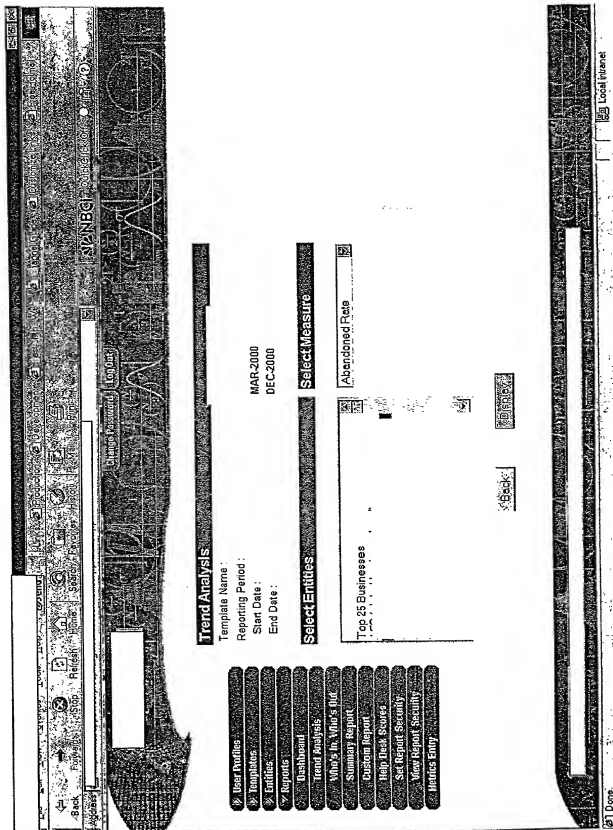


Fig. 40

Trend Analysis (part 2)

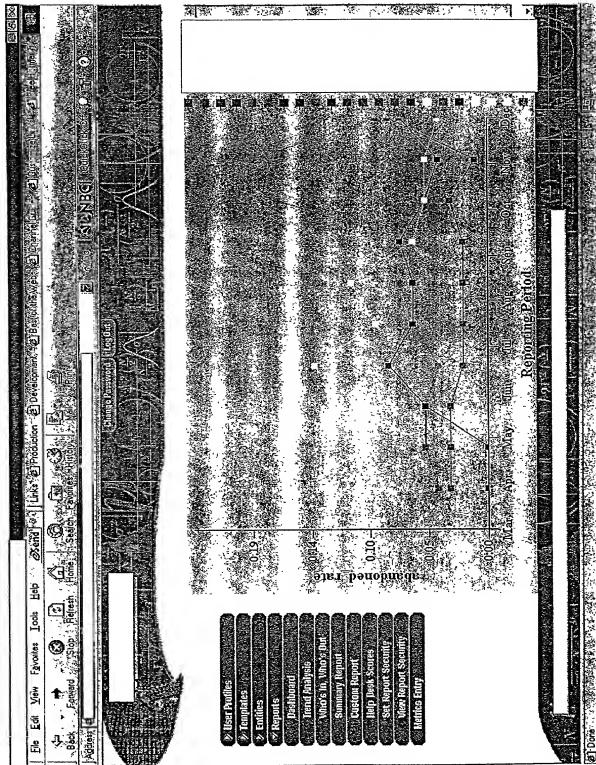


Fig. 41

Who's in Who's out?

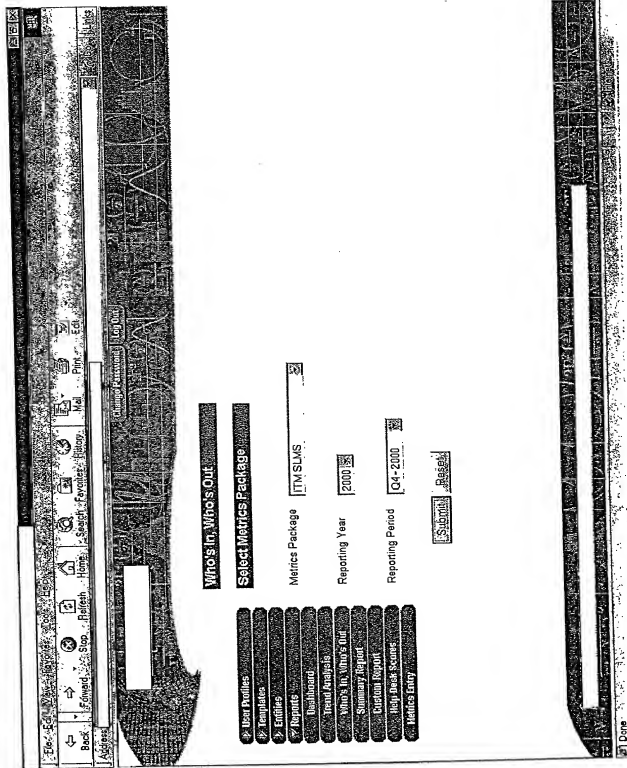


Fig. 42

Who's In, Who's Out

[Home](#)
[About](#)
[Contact](#)
[Privacy Policy](#)
[Terms of Service](#)
[Help](#)

[Back](#)
[Forward](#)
[Stop](#)
[Refresh](#)
[Home](#)
[Search](#)
[Print](#)
[Print](#)

[Address](#)
[Change Password](#)
[Log Out](#)

[User Profiles](#)
[Templates](#)
[Entities](#)
[% Reports](#)
[Dashboard](#)
[Trend Analysis](#)
[Who's In, Who's Out](#)
[Summary Report](#)
[Custom Report](#)
[Help Desk Scores](#)
[Set Report Security](#)
[View Report Security](#)
[Metrics Entry](#)

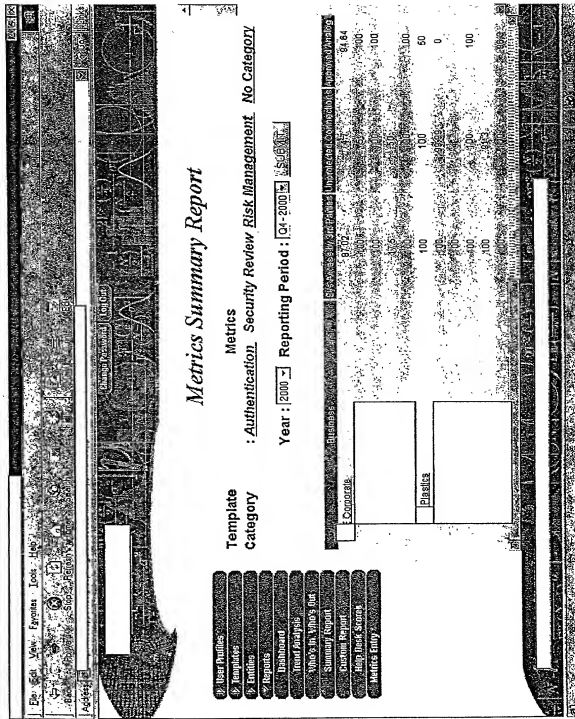
Template
Reporting Period : Oct-2000

Metrics Submission status

Entity	Status
AFS (global business level)	Submitted on 09/nov/2000
Aircraft Engines	Submitted on 09/nov/2000
Americom (global business level)	Submitted on 09/nov/2000
Appliances	Submitted on 09/nov/2000
Aviation Services	Submitted on 07/nov/2000
CRD	Submitted on 09/nov/2000
Capital Market Services	Submitted on 09/nov/2000
Card Services (global business level)	Not submitted
Card Services Salt Lake City	Not submitted
Card Services Mason	Not submitted
Card Services Atlanta	Not submitted

Fig. 44

Summary Report



Custom Report

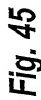
[illegible]

Fig. 48

Help Desk Scores

File Edit View Windows Tools Help

Back Forward Stop Refresh Home Search Favorites Mail News RSS Feeds

Address: [Redacted]

Home (Personal) (Public)

Help Desk Scores

Select Metrics Package

Metrics Package: **METRICS**

Reporting Year: **2000**

Reporting Period: **Jul-2000** to **Oct-2000**

Start date: **1/1/2000**

End date: **10/31/2000**

Submit **Cancel**

- Use Profiles
- Templates
- Entities
- Reports
- Dashboard
- Trend Analysis
- Who's in Who's Out
- Summary Report
- Custom Report
- Help Desk Scores
- Metrics Entry

Done

Fig. 49

Help Desk Scores

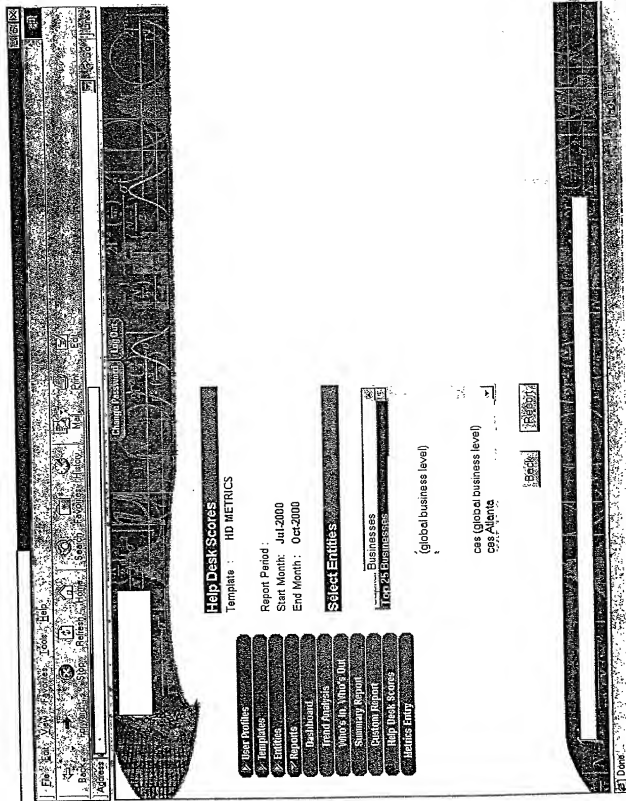


Fig. 50

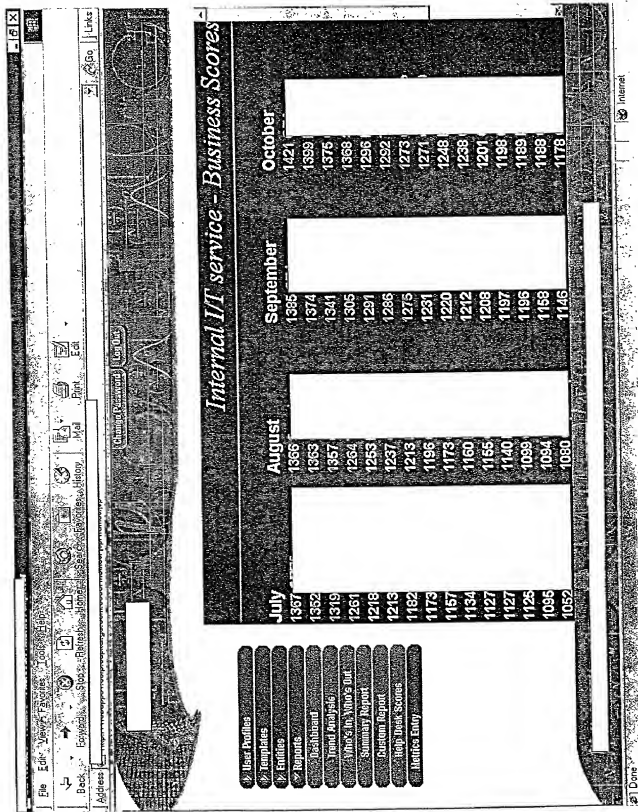


Fig. 51

Detail Report

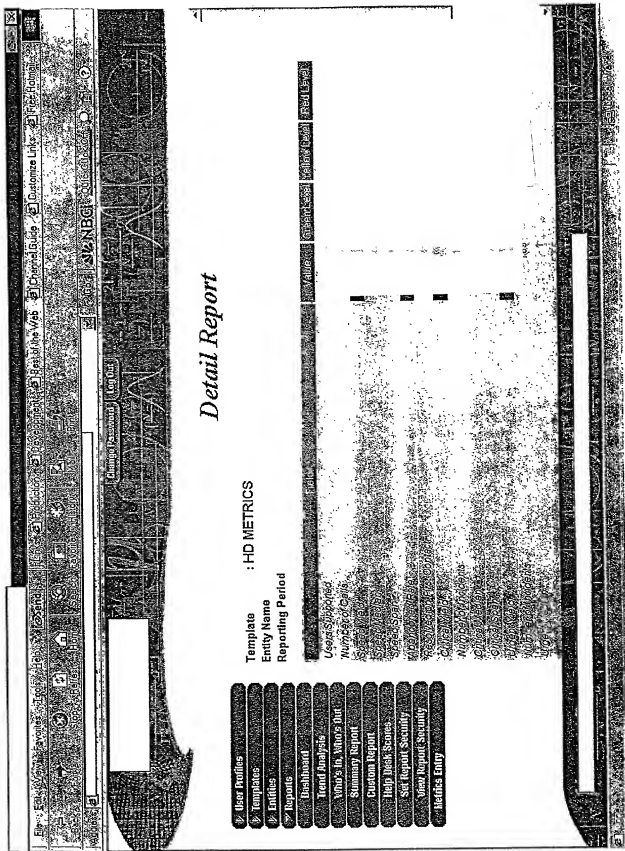
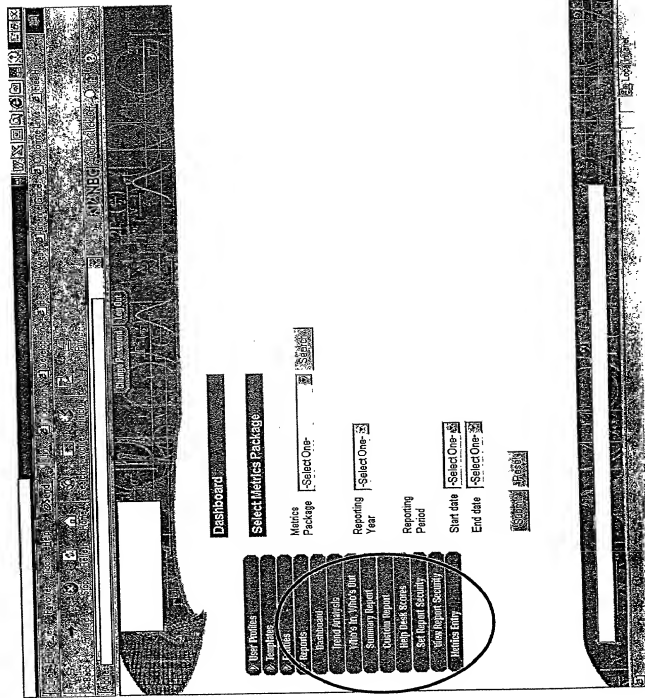


Fig. 53



1.1 Define template

This task involves specification of template name, frequency of data collection, contact details of the template owner and definition of metric fields. For each metric field several attributes are specified. This includes field name, field type, field length, rollup method etc.

GE Metrics - Frames - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://webapp01.corp.capital.ge.com:8080/metrics/define.aspx

ge-metrics

Create Template Definition

Template Definition

Template name: Contact name:
Frequency: Contact phone:
First Due Date: Contact email:
Template description:

Field Definition

1. Display Type: Field Name:
Field Type: Field Length:
Default Value: Metric Type:

For Field Type CHAIN: if chainstructure
For Field Type HIERARCHY: if hierarchy

Done

FIG 54

1.2 Define validations.

This task involves specifying validations for metric fields defined in the above step. For example, if user of the template should be prevented from entering certain values into a field, that could be specified in this step.

GE Metrics - Frames - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://webapp01.corp.capital.com:8000/webmetrics/frames.jsp

ge-metrics

Change Password Log Out

Add Validations

Template : HD METRICS

Fields :

Condition	Message	Proceed
>=	1	Just be between 0 and 1
-- Selection --		Yes
-- Selection --		Yes
-- Selection --		Yes
-- Selection --		Yes
-- Selection --		Yes

FIG 55

1.3 Define Field Categories

If there is a need to create calculations based on a bunch of metric fields, this screen allows the user to create field groups and include the fields into them.

The screenshot shows a web browser window titled "ge-metrics". The address bar displays "http://webeyell.com/capital/pm/cm000/metrics/index.jsp". The page has a dark header with the "ge-metrics" logo and a navigation bar with links like "Home", "About", "Contact", "Help", "Log Out", and "Change Password".

On the left side, there is a vertical menu with the following items:

- User Profiles
- Templates
- Create
- Template Definitions
- Validation
- Set Field Details
- Field Categories
- Field Targets
- History
- Copy Template Definition
- Reporting Periods
- Upload New File
- View Attachments
- Import Remote Database
- Entities
- Reports
- Metrics Entry

The main content area is titled "Create Field Category" and "Enter Category Details". It contains the following form fields:

- Template: HD METRICS
- Category name: [Text Input]
- Category Description: [Text Area]
- Category Order: [Text Input]
- Buttons: [Continue] [Cancel]

The bottom of the page shows a status bar with "Done" and a timestamp "12/24/2004 10:00:00 AM".

FIG 56

1.4 Define Metric Targets.

User defines the ranges and limits for red, yellow and green targets for each metric on this screen. These target numbers will determine the performance levels of a business which reports that metric. Based on these limits dashboard report will display red / yellow / green traffic lights.

Create/Modify Metric Targets

Template name:
 Frequency: Monthly
 Report Month: Jan 2000

Field order	Field Name	Weight	Green Level	Yellow Level	Red Level
1	users_supported		Select	Select	Select
2	number_of_calls		Select	Select	Select
4	speed_yield		>= 98	between 94.97	< 94
5	speed_median		Select	Select	Select
6	speed_span		Select	Select	Select
7	abandoned_rate		<= 04	between 04.06	>= 06
8	resolved_on_first_c		>= 6	between 4.8	< 4
10	critical_yield		>= 98	between 94.98	< 94

FIG. 57

2. Create / Add entities

This function allows the administrator to create new business entities or add already available entities to his / her template. Also, it is possible to copy complete entity structure from another template using one of the options under this function.

2.1 Create Entity

This function allows the user to add new entities to the pool.

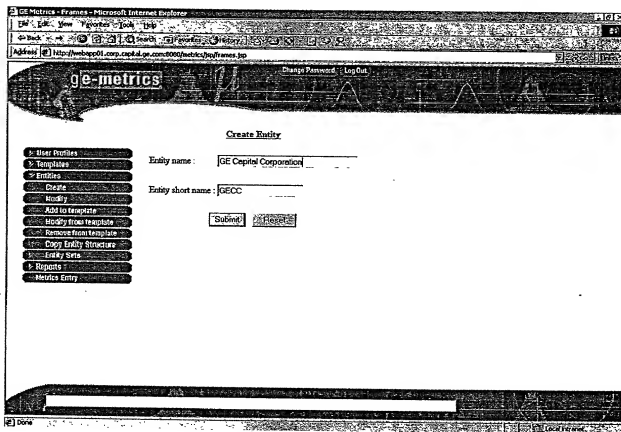


FIG. 58

2.2 Add Entities to Template

This function allows to attach entities to a template from a pool of entities.

HD Metrics - Frames - Microsoft Internet Explorer

http://webapp01.dorp.capital.pe.com:8000/metrics/en/frames.jsp

ge-metrics

Add Entities to Template

Template: HD METRICS

Entity name:

Display Name:

Parent entity:

Relative Weight:

For Rollups: ☐

[View Entity Hierarchy](#)

FIG. 59

2.3 Copy Entity Structure

This function allows to copy entire entity structure from one template to another. By doing this, user can eliminate the repetitive entry.

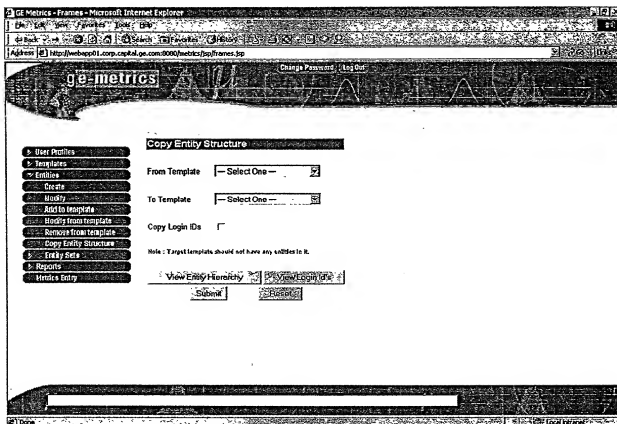


FIG 66

3. User Profiles

This function allows to create user profiles and grants access to the templates and entities. This functionality is further divided into different screens as follows.

3.1 Create User

This function allows to create new user profiles. There are three types of privileges as follows:

Template Administrator

Who can create template and create other two types of users.

Group Administrator

Who can create sub entities and create normal user.

Normal User

Who can enter data into templates and view reports.

FK. 61

3.2 Grant access to Templates

Using this function administrator can grant access to a user on a template.

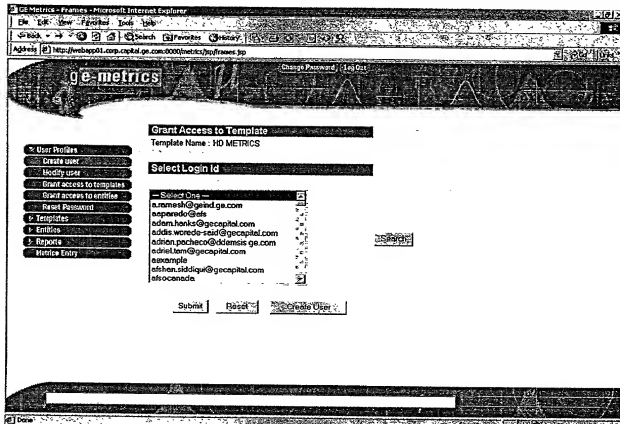


FIG. 62

3.3 Grant Access to Entities

This function allows the administrator to grant access to the entities.

The screenshot shows a web browser window with the title "ge-metrics - Frames - Microsoft Internet Explorer". The address bar displays "http://webapp01.corp.capital.ge.com:9000/metrics.jsp/frames.jsp". The page features a navigation menu on the left with options: User Profiles, Create user, Modify user, Grant access to templates, Grant access to entities, Reset Password, Templates, Entities, Reports, and Metrics entry. The main content area is titled "Grant Access To Entities" and includes a "Template Name : HO METRICS" label. Below this is a "Select User and Entities" section with a "Login id:" dropdown menu (currently showing "Select One") and a "Search:" button. The "Entity Name:" dropdown menu (also showing "Select One") lists "AFS (global business level)", "Aircel Engines", "Amescom (global business level)", and "Appliances". At the bottom of the form are "Submit", "Reset", and "Cancel User" buttons.

FIG 63

4. Metrics Entry

This function allows the user to enter data into templates.

The screenshot displays the GE Metrics web application in a Microsoft Internet Explorer browser window. The address bar shows the URL: <http://webapp01.corp.capital.ge.com/1000/metrics/frames.jsp>. The page features a dark header with the "ge-metrics" logo and navigation links for "Change Password" and "Log Out". On the left side, there is a vertical menu with the following items: "User Profile", "Create User", "Ready user", "Grant access to templates", "Grant access to metrics", "Grant Password", "Templates", "Entities", "Reports", and "Metrics Entry" (which is currently selected). The main content area is titled "Metrics Entry" and contains a "Select Template" section. This section includes three input fields: "Metrics Package" with a dropdown menu showing "100 METRICS", "Reporting Entity" with a dropdown menu showing "Aircraft Engines", and "Reporting Period" with a dropdown menu showing "Apr-2001". Below these fields are two buttons labeled "Submit" and "Cancel".

FIG 64

GE Metrics - Frames - Microsoft Internet Explorer

Address http://webapp01.corp.capital.ge.com/0000/metrics/jsp/frames.jsp

Change Password Log Out

ge-metrics

Metrics Entry

- User Profiles
- Create user
- Modify user
- Grant access to templates
- Grant access to entities
- Reset Password
- Templates
- Entities
- Reports
- Metrics Entry

User ID: admin

Entity: Aircraft Engines

Template: HD METRICS

Reporting Period: Apr-2001

Contact Information for this Template :

Name: David Lee

Phone: 278-2206

Email: david.lee@gecapital.com

Warning: Session will expire in 1 hour. You may save partial input and can comeback later.
Note: Please enter all percentages in decimals between 0 and 1, e.g. for 98% enter 0.98

User Supported:

Number of Calls:

Spent to Answer:

Speed Yield:

Speed Motion:

Done LocalPhone

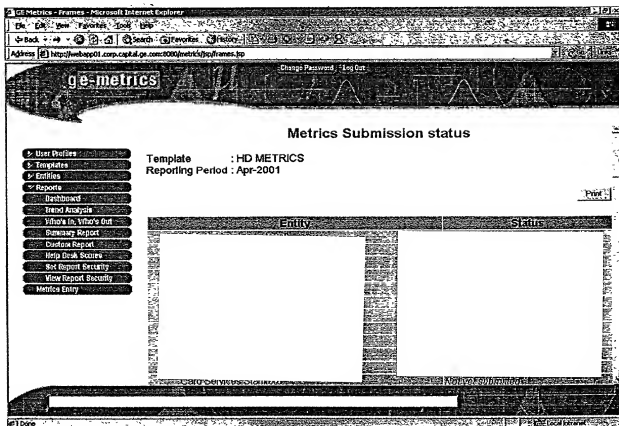
FIG. 65

5. Reports

This function allows the user to view various canned reports and listings. Some of the most commonly used reports are explained below.

5.1 Who's in Who's out

This report lists all entities in a template for a given period and displays the status of data entry for each entity. It lists the entities in hierarchical manner and carries the child's entry status to the parent and so on. For example if an entity did not enter data for the selected period, it's parent's status is marked as incomplete.



FIC Ltd

5.2 Dashboard

This report lists the entities and their performance with each selected metric in the form of red, yellow and green traffic lights.

Dashboard Metrics - Microsoft Internet Explorer						
GE Capital						
	Speed Yield	Abandoned Rate	Resolved on First Contact	Critical Yield	Urgent Yield	March 2001 Normal Yield
Business Entity	94.00%	0.13%	68.43%	100.00%	100.00%	95.53%
Business Entity	97.00%	1.06%	92.00%	88.00%	100.00%	97.00%
Business Entity	99.50%	0.30%	80.70%	100.00%	100.00%	96.70%
Business Entity	100.00%	0.65%	70.09%	100.00%	100.00%	98.67%
Business Entity	93.65%	0.00%	69.30%	98.59%	97.65%	98.44%
Business Entity	93.62%	1.00%	69.20%	99.60%	96.00%	92.00%
Business Entity	87.50%	2.10%	79.20%	100.00%	84.32%	95.60%
Business Entity	99.00%	0.80%	64.00%	98.70%	99.00%	93.00%
Business Entity	99.00%	0.45%	64.57%	100.00%	94.44%	97.68%
Business Entity	81.00%	6.00%	61.00%	100.00%	95.00%	87.00%

Fig. 67